

1 Larry A. Hammond, 004049  
2 Anne M. Chapman, 025965  
3 OSBORN MALEDON, P.A.  
4 2929 N. Central Avenue, 21st Floor  
5 Phoenix, Arizona 85012-2793  
6 (602) 640-9000  
7 lhammond@omlaw.com  
8 achapman@omlaw.com

9 John M. Sears, 005617  
10 107 North Cortez Street  
11 Suite 104  
12 Prescott, Arizona 86301  
13 (928) 778-5208  
14 John.Sears@azbar.org

15 Attorneys for Defendant

16  
17 IN THE SUPERIOR COURT OF THE STATE OF ARIZONA  
18 IN AND FOR THE COUNTY OF YAVAPAI

19 STATE OF ARIZONA,

20 Plaintiff,

21 vs.

22 STEVEN CARROLL DEMOCKER,

23 Defendant.

24 No. CR 2008-1339

25 Div. 6

26 **DEFENDANT'S RESPONSE TO  
27 STATE'S MOTION TO COMPEL  
28 AMAZON.COM TO PRODUCE  
DEFENDANT'S PURCHASE  
HISTORY FOR *IN CAMERA*  
INSPECTION AND ORDER**

(Oral Argument Requested)

29 Defendant Steven C. DeMocker, by and through counsel, hereby responds to the  
30 State's Motion to Compel Amazon.com to produce Defendant's purchase history for an  
31 *in camera* inspection and order and requests that the Court deny the State's motion or,  
32 in the alternative, permit an *ex parte* inspection by Mr. DeMocker's counsel and permit  
33 counsel to be heard prior to ordering the disclosure of any Amazon.com records.

34 **BACKGROUND**

35 On May 29, 2009 the State submitted a Motion to Compel Amazon.com to  
36 produce Defendant's purchase history for an *in camera* inspection "to determine if any

SUPERIOR COURT  
YAVAPAI COUNTY, ARIZONA

2009 JUN 10 PM 2:31

JEANNE NICKS, CLERK

BY: N. Segura

1 of Defendant's past purchases are relevant to the case at bar." Amazon.com did not  
2 appear on the Notice of Service. The State noted that Amazon.com had objected to the  
3 subpoena on the grounds of Mr. DeMocker's First Amendment rights but the State's  
4 motion did not attach either the subpoena or any objection or other response from  
5 Amazon.com.<sup>1</sup> On June 1, 2009, without hearing from Amazon.com or Mr. DeMocker,  
6 the Court granted the State's motion and ordered Amazon.com to produce Defendant's  
7 purchase history records for an *in camera* inspection.

### 8 ARGUMENT

9 As an initial matter, counsel notes the procedural irregularity of the State moving  
10 to compel documents from Amazon.com without providing them with notice of the  
11 motion. There is no indication that Amazon.com received notice of the State's filing or  
12 of this Court's order for an *in camera* inspection. While the State's motion suggests  
13 that Amazon.com objected to production to protect Mr. DeMocker's privacy and other  
14 First Amendment rights, counsel for Mr. DeMocker has not been provided with  
15 Amazon.com's objections.

16 Mr. DeMocker has a cognizable First Amendment right to maintain the privacy  
17 of his reading choices. See e.g. *In re Grand Jury Subpoena to Amazon.com*, 246 F.R.D.  
18 570 (W.D. Wis. 2007) (on First Amendment grounds, the court did not require Amazon  
19 to disclose the identities of customers who purchased used books from the grand jury's  
20 target, a used bookseller under investigation for tax evasion and wire fraud).

21 Amazon.com's Privacy Notice provides that Amazon will only disclose information  
22 when it is appropriate to comply with the law.<sup>2</sup> Furthermore, the Arizona Constitution  
23

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24 <sup>1</sup> Attached at Exhibit A hereto are documents Bates numbered 001484-1495, which are the records disclosed by  
25 the State thus far relating to Amazon.com. These documents include a request to Amazon.com for information on  
26 a specific book order and a request for the IP address used to make the purchase. Amazon.com's response to  
27 Detective Doug Brown on August 28, 2008 is included and provides the order information and IP address as  
28 requested. No subpoena is included in these documents, nor is any response from Amazon.com objecting to  
compliance.

<sup>2</sup> Attached as Exhibit B.

1 provides that "[n]o person shall be disturbed in his private affairs, or his home invaded,  
2 without authority of law." Ariz. Const. Art.2, § 8. Mr. DeMocker has a protectible  
3 privacy interest in his ordering history with Amazon.com.

4 The State cites no authority to support its subpoena for these documents nor has  
5 it demonstrated how Mr. DeMocker's ordering history is relevant. The State has  
6 already seized books Mr. DeMocker ordered from Amazon and Amazon.com has  
7 already provided the order history for those books and the IP address from where those  
8 books were purchased. The State has articulated no reason to believe that Mr.  
9 DeMocker ordered any additional books from Amazon.com or any reason why Mr.  
10 DeMocker's book order history is relevant.

11 **CONCLUSION**

12 For these reasons, and any evidence adduced at the hearing on this matter, Mr.  
13 DeMocker requests that this Court deny the State's motion or, in that alternative, that  
14 his counsel be permitted to perform an *ex parte* inspection of the Amazon.com records  
15 and be permitted to be heard before the Court issues any order compelling release of  
16 Mr. DeMocker's Amazon.com ordering history.

17 DATED this 10<sup>th</sup> day of June, 2009.

18  
19 By: 

20 John Sears  
21 107 North Cortez Street, Suite 104  
22 Prescott, Arizona 86301

23 OSBORN MALEDON, P.A.  
24 Larry A. Hammond  
25 Anne M. Chapman  
26 2929 N. Central Avenue, Suite 2100  
27 Phoenix, Arizona 85012-2793

28 Attorneys for Defendant

26 ORIGINAL of the foregoing filed  
27 this 10<sup>th</sup> day of June, 2009, with:

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Jeanne Hicks,  
Clerk of the Court  
Yavapai County Superior Court  
120 S. Cortez  
Prescott, AZ 86303

COPIES of the foregoing hand delivered  
this 10<sup>th</sup> day of June, 2009, to:

The Hon. Thomas B. Lindberg  
Judge of the Superior Court  
Division Six  
120 S. Cortez  
Prescott, AZ 86303

Joseph C. Butner, Esq.  
Office of the Yavapai County Attorney  
3505 W. Highway 260  
Suite 106  
Camp Verde, AZ 86322

---



Steve Waugh  
Sheriff

# **YAVAPAI COUNTY SHERIFF'S OFFICE**

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|  |   |
|--|---|
| DATE:  | 8/26/08   |
| TO:  | Amazon.com, Attn: Lynn Radliff                      |
| PH#  | 206-266-1000, Fax: 206-266-7010                     |
| FROM:  | Detective Doug Brown #5821                          |
| PH#  | 928-777-7334, Cell: 928-713-0638, Fax: 928-777-7343 |
| COMMENTS:<br>Attcahed is a copy of the request and shipping receipt that was sent on 08/23/08.<br><br>Please call after receiving the information. |   |
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255 East Gurley Street ★ Prescott ★ Arizona ★ 86301  
(928)771-3260

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YCSO 001  
REV. 08/01/08



Steve Waugh  
Sheriff

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|--|---|
| DATE:  | 8/23/08   |
| TO:  | Amazon.com  |
| PH#  | 206-266-1722, Fax: 206-266-1838                     |
| FROM:  | Detective Doug Brown #5821                          |
| PH#  | 928-777-7334, Cell: 928-713-0638, Fax: 928-777-7343 |
| COMMENTS:<br>Yavapai County Sheriff's Office - DR #08-029129.<br><br>We are requesting all available payment/billing information for the attached order.<br><br>5973 (4 of 4)<br><br>two pages including cover |   |
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amazon.com

**Billing Address:**  
 Sage Daktari  
 1716 Alpine Meadows Ln  
 #1405  
 Prescott AZ 86303  
 United States

**Shipping Address:**  
 Steven Decker  
 UBS Financial Services  
 1580 Pines West Drive  
 Prescott AZ 86303  
 USA

**Returns Are Easy!**  
 Visit <http://www.amazon.com> to return any item, including gifts, in unused or original condition within 30 days for a full refund (other restrictions apply)

Your order of August 20, 2008 (Order ID: 104-7607775-6628215)



S084P0PGR

Qty Item

10 THIS SUMMER

How to be invisible: The Essential Guide to Protecting Your Privacy

0312318061 0312318061

Hardcover

Item Price

\$11.47

\$16.47

Advanced Fugitive: Running, Hiding, Surviving And Thriving F...

0473642036 0473642036

Paperback

\$15.00

\$15.00

The International Fugitive

1561640256 1561640256

Paperback

\$15.00

\$15.00

Cover Your Tracks Without Changing Your Identity: How to Dis...

1561640256 1561640256

Paperback

\$15.00

\$15.00

Sub Total \$52.47  
 Shipping & Handling \$17.95  
 Order Total \$70.42  
 Paid via Amax \$60.42  
 Balance due \$9.00

This shipment completes your order

5973 (4 of 4)

amazon.com and you're done!

7084P0PGRJ-4 of 4 (CPS) Second/39202140620-19 000620-17:04 (SP) 06995973/1-13

TRANSMISSION VERIFICATION REPORT

TIME : 08/23/2008 13:57  
NAME : YCSD CIB  
FAX : 9287777343  
TEL : 9287713278  
SER. # : BRO3J227220

DATE, TIME  
FAX NO./NAME  
DURATION  
PAGE(S)  
RESULT  
MODE

08/23 13:55  
912062661838693281  
00:01:30  
02  
OK  
STANDARD  
ECM

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## Tracking Detail

Your package has been delivered.

Tracking Number: 1Z 411 E0W 02 1321 642 2  
Type: Package  
Status: **Delivered**  
Delivered On: 08/22/2008 11:42 A.M.  
Signed By: WHEELER  
Location: FRONT DESK  
Delivered To: PRESCOTT, AZ, US  
Shipped/Billed On: 08/20/2008  
Service: 2ND DAY AIR  
Weight: 3.00 Lbs


### Package Progress

| Location                      | Date       | Local Time | Description                     |
|-------------------------------|------------|------------|---------------------------------|
| PRESCOTT<br>VALLEY,<br>AZ, US | 08/22/2008 | 11:42 A.M. | DELIVERY                        |
|                               | 08/22/2008 | 7:30 A.M.  | OUT FOR DELIVERY                |
|                               | 08/22/2008 | 1:45 A.M.  | ARRIVAL SCAN                    |
| PHOENIX,<br>AZ, US            | 08/22/2008 | 12:16 A.M. | DEPARTURE SCAN                  |
| PHOENIX,<br>AZ, US            | 08/21/2008 | 7:31 P.M.  | ARRIVAL SCAN                    |
|                               | 08/21/2008 | 7:01 P.M.  | DEPARTURE SCAN                  |
|                               | 08/21/2008 | 4:51 P.M.  | ARRIVAL SCAN                    |
| LOUISVILLE,<br>KY, US         | 08/21/2008 | 4:28 P.M.  | DEPARTURE SCAN                  |
|                               | 08/21/2008 | 12:23 P.M. | ORIGIN SCAN                     |
| US                            | 08/20/2008 | 11:33 P.M. | BILLING INFORMATION<br>RECEIVED |

Tracking results provided by UPS: 09/02/2008 5:44 P.M. ET

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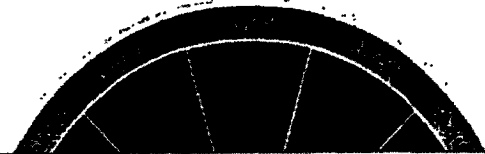
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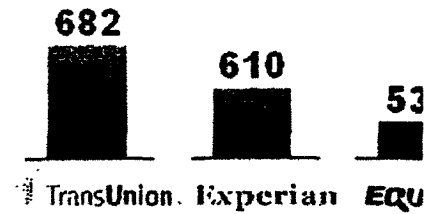
Local Time: 8:07 a.m.  
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amazon.com - PO Box 81226 - Seattle, WA - 98104

**fax****To:** Doug Brown, Detective  
Yavapai County Sheriff's Office**From:**Bradley Pfau  
Law Enforcement Liaison  
amazon.com & target.com  
206-266-9626  
206-266-1838  
pfaub@amazon.com**Phone:** 928-777-7334**Fax:** 928-7777343**Date:** 26-Aug-08**Your Reference #:** 08-029129**Amazon.com's Reference #** 08-08048**Total Pages:**

---

Detective Brown,

Thank you for contacting Amazon.com regarding your investigation of the unauthorized use of Steven DeMocker's credit card. Included, you'll find the order details including the IP address used for the order.

Please let me know if you have any questions or if I can be of further assistance. I would appreciate an update on this case should a suspect be arrested.

As I mentioned over the phone, this order was placed on Mr. Domocker's previously standing account using our 1-click ordering method.

Best Regards,

Bradley Pfau  
Amazon.com, Target.com  
Law Enforcement Liason

---

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Steve Waugh  
Sheriff

# **YAVAPAI COUNTY SHERIFF'S OFFICE**

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| <b>DATE:</b>  | 8/23/08   |
| <b>TO:</b>  | Amazon.com  |
| <b>PH#</b>  | 206-266-1722, Fax: 206-266-1838                     |
| <b>FROM:</b>  | Detective Doug Brown #5821                          |
| <b>PH#</b>  | 928-777-7334, Cell: 928-713-0638, Fax: 928-777-7343 |
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CONFIDENTIAL: For official law enforcement use only.

Order ID: 104-7507775-6620214  
Order Date: Wed 20-Aug-2008 14:41:34 PDT  
Order Status: complete

Customer Name: Steven DeMocker  
Customer Email: steven.democker@gmail.com  
Order Amount: USD 80.42  
IP Address: 67.60.203.55

Payment ID: 9990-0000285-806140  
Payment Type: Credit Card  
Payment Name: Steven DeMocker  
Payment Issuer: American Express  
Payment Tail: 01005

Billing Address:  
Steven DeMocker  
1716 Alpine Meadows La  
#1405  
Prescott AZ 86303  
United States  
Voice: 928-776-8852

Shipping Address:  
Steven DeMocker  
UBS Financial Services  
1560 Plaza West Drive  
Prescott AZ 86303  
USA  
Voice: 928-713-1919

All Items Ordered  
ASIN Price Qty Title

0312319061 16.47 1 How to Be Invisible: The Essential Guide to Protecting Your Personal  
Privacy, Your Assets, and Your Life (Revised Edition)  
158160419X 15.00 1 Cover Your Tracks Without Changing Your Identity: How to Disappear  
Until You WANT to Be Found  
1581600356 16.00 1 The International Fugitive  
0873649338 15.00 1 Advanced Fugitive: Running, Hiding, Surviving And Thriving Forever

Shipment 1 of 1  
Shipment Status: shipped  
Shipment Date: Wed 20-Aug-2008 19:34:47 PDT  
Shipment Company: UPS\_2ND\_COM  
Shipment Tracking ID: 1Z411E0W0213216422  
Shipment Total: USD 80.42

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ASIN Qty Title

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0312319061 1 How to Be Invisible: The Essential Guide to Protecting Your Personal Privacy,  
Your Assets, and Your Life (Revised Edition)

0873649338 1 Advanced Fugitive: Running, Hiding, Surviving And Thriving Forever

1581600356 1 The International Fugitive

158160419X 1 Cover Your Tracks Without Changing Your Identity: How to Disappear Until  
You WANT to Be Found

No returns for this order

No refunds for this order

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#### Amazon.com Privacy Notice

**Last updated: October 1, 2008.** To see what has changed, [click here](#).

Amazon.com knows that you care how information about you is used and shared, and we appreciate your trust that we will do so carefully and sensibly. This notice describes our privacy policy. **By visiting Amazon.com, you are accepting the practices described in this Privacy Notice.**

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- [What About Cookies?](#)
- [Does Amazon.com Share the Information It Receives?](#)

- [How Secure Is Information About Me?](#)
- [What About Third-Party Advertisers and Links to Other Websites?](#)
- [Which Information Can I Access?](#)
- [What Choices Do I Have?](#)
- [Are Children Allowed to Use Amazon.com?](#)
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- [Examples of Information Collected](#)

## What Personal Information About Customers Does Amazon.com Gather?

The information we learn from customers helps us personalize and continually improve your shopping experience at Amazon.com. Here are the types of information we gather.

- **Information You Give Us:** We receive and store any information you enter on our Web site or give us in any other way. [Click here](#) to see examples of what we collect. You can choose not to provide certain information, but then you might not be able to take advantage of many of our features. We use the information that you provide for such purposes as responding to your requests, customizing future shopping for you, improving our stores, and communicating with you.
- **Automatic Information:** We receive and store certain types of information whenever you interact with us. For example, like many Web sites, we use "cookies," and we obtain certain types of information when your Web browser accesses Amazon.com or advertisements and other content served by or on behalf of Amazon.com on other Web sites. [Click here](#) to see examples of the information we receive.
- **E-mail Communications:** To help us make e-mails more useful and interesting, we often receive a confirmation when you open e-mail from Amazon.com if your computer supports such capabilities. We also compare our customer list to lists received from other companies, in an effort to avoid sending unnecessary messages to our customers. If you do not want to receive e-mail or other mail from us, please adjust your [Customer Communication Preferences](#).
- **Information from Other Sources:** We might receive information about you from other sources and add it to our account information. [Click here](#) to see examples of the information we receive.

## What About Cookies?

- Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your Web browser to enable our systems to recognize your browser and to provide features such as [1-Click purchasing](#), [Recommended for You](#), personalized advertisements on other Web sites (e.g., Amazon Associates with content served by Amazon.com and Web sites using Checkout by Amazon payment service), and storage of items in your Shopping Cart between visits.
- The Help portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. Additionally, you can disable or delete similar data used by browser add-ons, such as Flash cookies, by changing the add-on's settings or visiting the Web site of its manufacturer.

However, because cookies allow you to take advantage of some of Amazon.com's essential features, we recommend that you leave them turned on. For instance, if you block or otherwise reject our cookies, you will not be able to add items to your Shopping Cart, proceed to Checkout, or use any Amazon.com products and services that require you to Sign in.

#### **Does Amazon.com Share the Information It Receives?**

Information about our customers is an important part of our business, and we are not in the business of selling it to others. We share customer information only as described below and with subsidiaries Amazon.com, Inc. controls that either are subject to this Privacy Notice or follow practices at least as protective as those described in this Privacy Notice.

- **Affiliated Businesses We Do Not Control:** We work closely with affiliated businesses. In some cases, such as Marketplace sellers, these businesses operate stores at Amazon.com or sell offerings to you at Amazon.com. In other cases, we operate stores, provide services, or sell product lines jointly with these businesses. [Click here](#) for some examples of co-branded and joint offerings. You can tell when a third party is involved in your transactions, and we share customer information related to those transactions with that third party.
- **Third-Party Service Providers:** We employ other companies and individuals to perform functions on our behalf. Examples include fulfilling orders, delivering packages, sending postal mail and e-mail, removing repetitive information from customer lists, analyzing data, providing marketing assistance, providing search results and links (including paid listings and links), processing credit card payments, and providing customer service. They have access to personal information needed to perform their functions, but may not use it for other purposes.
- **Promotional Offers:** Sometimes we send offers to selected groups of Amazon.com customers on behalf of other businesses. When we do this, we do not give that business your name and address. If you do not want to receive such offers, please adjust your [Customer Communication Preferences](#).
- **Business Transfers:** As we continue to develop our business, we might sell or buy stores, subsidiaries, or business units. In such transactions, customer information generally is one of the transferred business assets but remains subject to the promises made in any pre-existing Privacy Notice (unless, of course, the customer consents otherwise). Also, in the unlikely event that Amazon.com, Inc., or substantially all of its assets are acquired, customer information will of course be one of the transferred assets.
- **Protection of Amazon.com and Others:** We release account and other personal information when we believe release is appropriate to comply with the law; enforce or apply our [Conditions of Use](#) and other agreements; or protect the rights, property, or safety of Amazon.com, our users, or others. This includes exchanging information with other companies and organizations for fraud protection and credit risk reduction. Obviously, however, this does not include selling, renting, sharing, or otherwise disclosing personally identifiable information from customers for commercial purposes in violation of the commitments set forth in this

Privacy Notice.

- **With Your Consent:** Other than as set out above, you will receive notice when information about you might go to third parties, and you will have an opportunity to choose not to share the information.

### How Secure Is Information About Me?

- We work to protect the security of your information during transmission by using Secure Sockets Layer (SSL) software, which encrypts information you input.
- We reveal only the last four digits of your credit card numbers when confirming an order. Of course, we transmit the entire credit card number to the appropriate credit card company during order processing.
- It is important for you to protect against unauthorized access to your password and to your computer. Be sure to sign off when finished using a shared computer. [Click here](#) for more information on how to sign off.

### What About Third-Party Advertisers and Links to Other Websites?

Our site includes third-party advertising and links to other Web sites. We do not provide any personally identifiable customer information to these advertisers or third-party Web sites. [Click here](#) for more information about our Advertising Policies and Specifications.

These third-party Web sites and advertisers, or Internet advertising companies working on their behalf, sometimes use technology to send (or "serve") the advertisements that appear on our Web site directly to your browser. They automatically receive your IP address when this happens. They may also use cookies, JavaScript, web beacons (also known as action tags or single-pixel gifs), and other technologies to measure the effectiveness of their ads and to personalize advertising content. We do not have access to or control over cookies or other features that they may use, and the information practices of these advertisers and third-party Web sites are not covered by this Privacy Notice. Please contact them directly for more information about their privacy practices. In addition, the [Network Advertising Initiative](#) offers useful information about Internet advertising companies (also called "ad networks" or "network advertisers"), including information about how to opt-out of their information collection.

Amazon.com also displays personalized third-party advertising based on personal information about customers, such as purchases on Amazon.com, visits to Amazon Associate Web sites, or use of payment services like Checkout by Amazon on other Web sites. [Click here](#) for more information about the personal information that we gather. Although Amazon.com does not provide any personal information to advertisers, advertisers (including ad-serving companies) may assume that users who interact with or click on a personalized advertisement meet their criteria to personalize the ad (for example, users in the northwestern United States who bought or browsed for classical music). If you do not want us to use personal information that we gather to allow third parties to personalize advertisements we display to you, please adjust your [Advertising Preferences](#).

### Which Information Can I Access?

Amazon.com gives you access to a broad range of information

about your account and your interactions with Amazon.com for the limited purpose of viewing and, in certain cases, updating that information. [Click here](#) to see some examples, the list of which will change as our Web site evolves.

### What Choices Do I Have?

- As discussed above, you can always choose not to provide information, even though it might be needed to make a purchase or to take advantage of such Amazon.com features as [Your Profile](#), [Wish Lists](#), [Customer Reviews](#), and [Amazon Prime](#).
- You can add or update certain information on pages such as those referenced in the "[Which Information Can I Access?](#)" section. When you update information, we usually keep a copy of the prior version for our records.
- If you do not want to receive e-mail or other mail from us, please adjust your [Customer Communication Preferences](#). (If you do not want to receive [Conditions of Use](#) and other legal notices from us, such as this Privacy Notice, those notices will still govern your use of Amazon.com, and it is your responsibility to review them for changes.)
- If you do not want us to use personal information that we gather to allow third parties to personalize advertisements we display to you, please adjust your [Advertising Preferences](#).
- The Help portion of the toolbar on most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie, or how to disable cookies altogether. Additionally, you can disable or delete similar data used by browser add-ons, such as Flash cookies, by changing the add-on's settings or visiting the Web site of its manufacturer. However, because cookies allow you to take advantage of some of Amazon.com's essential features, we recommend that you leave them turned on. For instance, if you block or otherwise reject our cookies, you will not be able to add items to your Shopping Cart, proceed to Checkout, or use any Amazon.com products and services that require you to Sign in.

### Are Children Allowed to Use Amazon.com?

Amazon.com does not sell products for purchase by children. We sell children's products for purchase by adults. If you are under 18, you may use Amazon.com only with the involvement of a parent or guardian.

### Does Amazon.com Participate in the Safe Harbor Program?

Amazon.com is a participant in the Safe Harbor program developed by the U.S. Department of Commerce and the European Union. We have certified that we adhere to the Safe Harbor Privacy Principles agreed upon by the U.S. and the E.U. For more information about the Safe Harbor and to view our certification, visit the [U.S. Department of Commerce's Safe Harbor](#) Web site. If you would like to contact Amazon.com directly about the Safe Harbor program, please send an e-mail to [safeharbor@amazon.com](mailto:safeharbor@amazon.com).

### Conditions of Use, Notices, and Revisions

If you choose to visit Amazon.com, your visit and any dispute over privacy is subject to this Notice and our [Conditions of Use](#), including limitations on damages, resolution of disputes, and application of the law of the state of Washington. If you have any concern about privacy at Amazon.com, please [contact us](#) with a

thorough description, and we will try to resolve it. Our business changes constantly, and our Privacy Notice and the [Conditions of Use](#) will change also. We may e-mail periodic reminders of our notices and conditions, unless you have instructed us not to, but you should check our Web site frequently to see recent changes. Unless stated otherwise, our current Privacy Notice applies to all information that we have about you and your account. We stand behind the promises we make, however, and will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customers.

#### Related Practices and Information

- [Conditions of Use](#)
- [Discussion Boards](#)
- [Community Rules](#)
- [Help department](#)
- [Most Recent Purchases](#)
- [Your Profile and Community Guidelines](#)

#### Examples of Information Collected

##### Information You Give Us

You provide most such information when you search, buy, bid, post, participate in a contest or questionnaire, or communicate with customer service. For example, you provide information when you search for a product; place an order through Amazon.com or one of our third-party sellers; provide information in [Your Account](#) (and you might have more than one if you have used more than one e-mail address when shopping with us) or [Your Profile](#); communicate with us by phone, e-mail, or otherwise; complete a questionnaire or a contest entry form; compile [Wish Lists](#) or other gift registries; provide employer information when opening a corporate account; participate in [Discussion Boards](#) or other community features; provide and rate [Reviews](#); specify a [Special Occasion Reminder](#); share information with [Amazon Friends](#); and employ other Personal Notification Services, such as Available to Order Notifications. As a result of those actions, you might supply us with such information as your name, address, and phone numbers; credit card information; people to whom purchases have been shipped, including addresses and phone number; people (with addresses and phone numbers) listed in [1-Click](#) settings; e-mail addresses of [Amazon Friends](#) and other people; content of reviews and e-mails to us; personal description and photograph in [Your Profile](#); and financial information, including Social Security and driver's license numbers.

##### Automatic Information

Examples of the information we collect and analyze include the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information such as browser type, version, and time zone setting, browser plug-in types and versions, operating system, and platform; purchase history, which we sometimes aggregate with similar information from other customers to create features such as [Purchase Circles](#) and [Top Sellers](#); the full Uniform Resource Locator (URL) clickstream to, through, and from our Web site, including date and time; cookie number; products you viewed or searched for; and the phone number you used to call our 800

number. We may also use browser data such as cookies, Flash cookies (also known as Flash Local Shared Objects), or similar data on certain parts of our Web site for fraud prevention and other purposes. During some visits we may use software tools such as JavaScript to measure and collect session information, including page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

### **Information from Other Sources**

Examples of information we receive from other sources include updated delivery and address information from our carriers or other third parties, which we use to correct our records and deliver your next purchase or communication more easily; account information, purchase or redemption information, and page-view information from some merchants with which we operate co-branded businesses or for which we provide technical, fulfillment, advertising, or other services (such as Target.com); search term and search result information from some searches conducted through the Web search features offered by our subsidiaries, Alexa Internet and A9.com; search results and links, including paid listings (such as Sponsored Links); and credit history information from credit bureaus, which we use to help prevent and detect fraud and to offer certain credit or financial services to some customers.

### **Co-branded and Joint Offerings**

Examples of businesses with which we offer joint or co-branded products and other offerings include Target, CD Now, Verizon Wireless, Sprint, T-Mobile, AT&T, Shutterfly, J&R, Godiva, Avon, Macy's, PacSun, Eddie Bauer and Northern Tool + Equipment.

### **Information You Can Access**

Examples of information you can access easily at Amazon.com include up-to-date information regarding recent orders; personally identifiable information (including name, e-mail, password, communications and personalized advertising preferences, address book, and 1-Click settings); payment settings (including credit card information and gift certificate, gift card, and check balances); e-mail notification settings (including Alerts, Available to Order notifications, Delivers, Recommended for You, Special Occasion Reminders, Weekly Movie Showtimes, and newsletters); recommendations (including recent product view history, prior order history, and Favorites); shopping lists and gift registries (including Wish Lists and Baby and Wedding Registries); Marketplace seller accounts; and Your Profile (including your product Reviews, Requests, and Recommendations, Listmania lists, "So You'd Like to..." guides, personal profile, people you tagged as interesting, and Amazon Friends).

### **Self-Service Tools**

Most Popular

[Track or Manage](#)

[Purchases](#)

[Manage Payment](#)

[Options](#)

[Return Items](#)

[Change Name, E-mail, or Password](#)

[Manage Address](#)

[Book](#)

[+ Account Profile](#)

[+ Billing & Addresses](#)

[+ Ordering Settings](#)

[+ Lists](#)

[+ Your Content](#)

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[Amazon.com](#)

Get Express customer service or contact us by e-mail or phone.

[Contact Us](#)

#### Digital Downloads Help



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[Yes, I found the information I needed](#)

[No, I wasn't able to find the information I needed](#)

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- Track your [recent orders](#).
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#### Shipping & Returns

- See our [shipping rates & policies](#).
- See [FREE shipping](#) information.
- [Return](#) an item (here's our [Returns Policy](#)).

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